Process Improvement Plan
For [Organization]
[Date]

FAA Sponsor: _____ Date: _____

Process Improvement Lead: _____ Date: _____

1. Purpose

This document describes the process improvement strategy and plans for [Organization]. The process improvement effort is focused on documenting current practices and comparing them to identified best practices and then developing improved practices for implementation.

2. Background

A series of strategy mapping workshops preceded this effort resulting in a documented balanced scorecard that identifies the key business objectives for [Organization]. This balanced scorecard formed the basis for selection of desired process improvement initiatives. The result of the planning sessions based on the balanced scorecard, the selection of process improvement initiatives, and the ensuing plans for proceeding forth with those process improvement initiatives are documented here.

3. Goals of the Process Improvement Effort

In performing the process improvement effort, [Organization] seeks to identify the areas of their process that are most critical to their business needs, and to develop an action plan for process improvement. A prioritized list of processes selected for performing process improvement on are:

a) process 1

b) process 2

c) etc

4. Scope of Process Improvement Effort

a) The process improvement effort is limited to the specific program within the [specific] office. However, contractors associated with the specific program will be requested to participate in this process improvement effort both to understand their role within these processes and to understand any changes to current processes that may occur (if any).

b) The Facilitated Discussion Appraisal Method (FDAM) described in chapter 3.1 of the FAA-iCMM Appraisal Method (FAM) version 1.0 will be used as guidance in documenting, developing, and improving processes identified in section 3 of this plan.

c) Best practices identified in the FAA-iCMM version 2 will be used to improve and validate the processes identified in section 3 above. Specifically, the following process areas are applicable:

   a. List each process area applicable

5. Assumptions

Describe the assumptions associated with this process improvement effort.

6. Process Improvement Members and Roles

6.1 Sponsor -   The sponsor for this Process Improvement effort is [identify].

The role of the sponsor is to provide the overall commitment and appropriate resources with adequate time for the process improvement effort.   The sponsor shows commitment by participating in the development of the process improvement plan, allocating and ensuring sufficient time and resources are available to perform the process improvement effort, and by tracking and managing progress of the process improvement effort.

6.2 The PAT Team - The PAT team has the following members:
- identify PAT Lead
- identify PAT Team members

The PAT Leader is responsible for managing all team activities and ensuring the quality of the PAT process and products and serves as the point-of-contact for all issues. All training, support coordination (scheduling, stakeholder participation, etc), and logistics (room availability, supplies, etc) are the responsibility of the PAT Lead. This does not mean the PAT lead needs to perform all these activities, but they need to ensure they are planned and conducted. More detailed instructions are identified in the FDAM process and PAT lead course (available through AIO-200).

All *PAT team members* must participate to their best ability and support the PAT Lead in the accomplishment of this task. They are responsible for providing the technical skills and knowledge required to document the current process, develop any needed improvements to that process, and plan out how to implement those improvements.

6.3 The Review Team - The Review team has the following members*:*

- identify each member

A Review team should be considered for all stakeholders that do not need to be directly involved in the documentation of the current process or development of an improved process but should be aware of the work that is occurring. Additionally, it is expected that subject matter experts (SMEs) are included on the PAT team. If SMEs are not available for full participation on the PAT team then it is imperative that the SMEs be part of the Review team and validate the processes and associated implementation plan prior to implementation.

6.4 Data Manager - The Data Manager is   [identify]

The Data Manager sets up and keeps track of all documentation and artifacts comprising the PAT library. The Data Manager is also responsible for returning all documentation and artifacts to the appropriate individuals upon completion of the PAT effort.

6.5 Process Improvement Support - Process improvement support will be provided by [identify].

The process improvement support will consist of providing the appropriate support needed by each PAT covered in this process improvement plan. Those needs may vary by group. Possible support could include: PAT Lead training, PAT team orientation, facilitation support, gap analysis assistance,

assistance with sponsorship issues. The specific expectations each PAT has for process improvement support should be documented here. The process improvement support does not include administrative assistance.

7. Schedule

A detailed schedule will be developed for each process improvement effort identified in section 3 above. The following items are the minimal activities expected in any schedule:

a) Obtain Sponsor Commitment

b) Select Process Improvements and Scope

c) Select PAT Leads

d) Select PAT Teams

e) Plan PAT Details

f) Train PAT Lead

g) Orient PAT Team

h) Document current process

i) Conduct Gap Analysis

j) Develop To-Be process

k) Develop Implementation Plan

l) Obtain Sponsor approval

m) Conduct Clean up

8. Outputs

Each Process Action Team (PAT) identified to address the processes in section 3 above will produce the following products for review and approval by the sponsor:

a) Comparison of current process to identified standards, best practices, and quality issues (Gap Analysis Report)

b) Proposed new, improved, or updated process (To-Be process)

c) Plan on how to roll-out To-Be process (Implementation plan)

9. Reporting Requirements

Identify the reporting requirements required to keep the sponsor and any associated stakeholder managers informed of the effort. This can include periodic status reports to sponsor, information to

provide to the organization process group (iPG, iEWG, etc), and the expected items to report (e.g., schedule status, accomplishments, risks reviewed, resource and schedule tracking).

10. Risks

Figure 1 identifies the risks associated with this process improvement effort:

Risk (example risks provided below)	Mitigation
Loss of a team member due to illness or personal emergency.	
Loss of PAT Lead due to illness or personal emergency.	
Insufficient time to complete process improvement effort.	
Lack of availability of personnel to assist with process improvement effort.	
Logistics not in place to start at agreed upon time.	
Process improvement sponsor not committed to actual implementation.	
Higher priority efforts or pop-ups occur relegating the process improvement effort to a lower priority.	

Figure 1. Process Improvement Risks